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Abstract: In his keynote address to the 61st IFLA Council and General Conference, Istanbul, Turkey, 20-26 August 1995 with the theme, "Libraries of the Future", the author presents his views on the advent of a future that may do away with libraries. After describing the negative effects the Information Age might bring, the author presents a vision in which the Age of Cyberspace might well rescue many developed and developing countries: 1) full, functional literacy will be achieved worldwide by means of the new information technology; 2) humanity will be liberated from ignorance through the miracles of communication and learning created by Cyberspace; 3) universal participation in democracy and human civilization will be made possible by the new universal experience of science and the humanities; and 4) there will be a global renaissance whereby all societies and individuals, while being served by technological civilization, will not lose their own authentic cultures and will learn about other faiths, doctrines, and cultural values in a spirit of tolerance and harmony.

IFLA: A Force for Free Expression - Defending Free Expression Is Everyone's Business
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Abstract: It is argued that the right to freedom of expression is pre- eminent amongst all other human rights because in its absence it is not possible to know about abuses and therefore protect other rights. It is impossible to rank countries in terms of their respect for human rights or the lack of it because this implies that one is able to allocate values to such abuses as torture, extra-judicial killing, illegal detention for several years, etc. That said, however, there are clearly some countries which abuse human rights to a greater extent than others. It is ARTICLE 19's contention that the earliest indications of increasing human rights abuse concern restricting free expression, and especially muzzling the press, and increasing direct control of the media by the government. It is argued that the human rights community which for the past three decades or more has largely concentrated on documenting human rights abuse after the event, must now become more proactive in its work. In order to achieve this it must be able to 1) collect specific information which warns of increasing human rights abuse; and 2) create a powerful network to which that information can be fed and based upon which action will take place. Part of that political network must include organizations such as
professional associations which make a strong and positive commitment to defending freedom of expression and at the same time which are prepared to support this policy with action in the form of protest in appropriate circumstances. In addition, such professional associations can of course take a special interest in their own members who may be unduly affected by restrictions on free expression. It is only by creating a critical mass of information and opinion that we will be successful in persuading governments that they cannot ignore abuses of the fundamental right to freedom of expression in their political, economical and cultural dealings with other countries.

Quality Management and Library and Information Services: Competitive Advantage for the Information Revolution
by Margaret Kinnell

Abstract: Providing high quality services has always been the role of library and information managers; now, however, greater competition for resources, the rising expectations of funders and clients and the increasing complexity of information provision from a variety of new providers mean that management skills must match these more intense demands on and threats to library and information services. The exploitation of quality management techniques is therefore timely. A quality approach is important because of the impact of business principles on information services and the changing environment in which all library services are being developed. Defining quality in terms of users' needs precedes the measurement of quality. Goals have to be understood by the library and information service before it can be determined whether they have been achieved. An effective quality management approach within a library and information service can facilitate the setting of goals for the service and chart a way forward to ensure that services meet the challenges not only of today but of tomorrow.

The Committee Draft of International Standard ISO CD 11620 on Library Performance Indicators
by Pierre Carbone

Abstract: Performance evaluation is more and more necessary for libraries acting in a competitive environment and obliged to prove their usefulness to their users and to the authorities. After a research period in the '70s and a practical period in the '80s, there is now a need for harmonization in this matter. This is the scope of the committee draft of the international standard on library performance indicators (ISO CD 11620). This document provides a common reference for all countries and all types of libraries. It provides a recognized terminology, contains criteria for building indicators and provides a general framework and prescriptions for use. It describes about 20 indicators among the most widely recognized. The choice of indicators that are the most appropriate to each situation depends on the objectives assigned to the individual library. The performance indicators are integrated in a global process of planning and management; they are aimed at facilitating the dialogue between librarians, users and funders, and they form a decision-making tool.

Measuring Quality: The IFLA Guidelines for Performance measurement in Academic Libraries
by Peter te Boekhorst

Abstract: The author describes the project undertaken by the IFLA Section of University Libraries and other General Research Libraries to developing guidelines for performance
measurement in academic libraries using the following criteria: 1) to concentrate on academic libraries; 2) to include only measures that would be applicable in all countries, developing as well as developed, and to all kinds of academic libraries; 3) to measure effectiveness, not efficiency; 4) to include overall indicators as well as indicators for separate activities; and 5) to concentrate on user-oriented indicators. The choice of performance indicators was determined by the principle of user-orientation, and include the following: availability, document delivery, collection use, acquisition speed, book processing speed, interlibrary loan speed, and user satisfaction. The goals of the guidelines are to make it possible to obtain comparable results by applying the same indicators in the same way; to help obtain reliable results with a reasonable expenditure of work; and to promote acceptance of performance measurement as an important tool for effective management.

Access to Newspaper Collections and Content in a Time of Change.
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Developing new Information Products: A Revised Role for Librarianship in Advanced and Developing Countries
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Abstract: This paper presents the case for the adaptation of the role responsibility of librarianship to include efforts leading to the development of needed new information products. The argument describes two forms of activity - political and intellectual. After specifying the characteristic features of each form, suggestions are given for training issues focused upon identifying elements useful in identifying needed new information tools. Such enhancing of librarian performances is seen as a promising potential route to furthering the image of the occupation in developing and developed information cultures.

School Librarianship and Macro-Level Policy Issues: International Perspectives
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Abstract: Individuals or professional associations interested in the development of school libraries must realize the importance of government involvement and policy-making. Policy has a significant effect on school library development worldwide because that development is driven by the official recognition inherent in legislation and formal statements. Concerned school library supporters may intervene more effectively in policy formulation and implementation if they have a basic knowledge of the limitations and complexities of policy-making. This article introduces this basic knowledge. Various policy initiatives in both developed and developing countries are explored. The issue of whether school libraries are primarily cultural or educational policy issues is addressed as well as the place of school libraries in educational reform efforts. Obstacles to the formulation of effective policy are
reviewed. The article concludes with an examination of the role of professional organizations and their influence on policy-making.

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